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1Z0-1064-21 Exam

Oracle Cloud

Questions & Answers

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Question: 1

Which three statements are true about building Digital Customer Service (DCS) applications?

A. Many DCS applications can be active in production at the same time.
B. DCS includes a "reference implementation template" that illustrates recommended implementation practices.
C. Only one version of a DCS application can be active in production at any time.
D. DCS application can be embedded in other sites.

Answer: B,C,D

Question: 2

You are creating a shared SmartText entry. Which option do you need to select to define a time period during which the entry is available to users?

A. Time Period
B. Duration
C. Available
D. Interval
E. Start/Stop

Answer: B

Question: 3

Identify three considerations before starting the configuration of assignment rules to service requests.

A. the attributes of queues to use as criteria for your rule assignments
B. the candidates of service requests to use as criteria for your rule assignments
C. the candidates of queues to use as criteria for your rule assignments
D. the attributes of service requests to use as criteria for your rule assignments
E. the rule sets you want to create and the rules to include in each rule set

Answer: B,C,E

Question: 4

You have enabled email acknowledgement and have created a corresponding template. The acknowledgement e-mail is sent, but there is some standard text appended to the email that is not part of the template:
Standard text appended:
"Your request has been received and is being reviewed by our support staff. The reference number for your service request is: SR0000003006. (SVC-5295081)
Thank you for your patience. If you would like to communicate further about the service request, you can reply to this email and send it to the email address: nnn-test.fa.extservice.incoming.2@oracle.com. {# #SR0000003056# #}"
Which statement is true?

A. You can completely eliminate the standard text appended by editing the message: SVC_EMAIL_ACK_FOR_KNOWN_CUST.
B. You have to edit the e-mail template and add HTML code to customize the standard text section.
C. You can eliminate part of the standard message, but cannot remove the User Details section, by editing the message: SVC_EMAIL_ACK_FOR_KNOWN_CUST.
D. You cannot completely remove the appended message text but you can edit the appended text by editing the message: SVC_EMAIL_ACK_FOR_KNOWN_CUST.

Answer: C

Question: 5

What should you do to enable Password Reset in Digital Customer Service (DCS)?

A. Add the Password Reset component to your DCS application.
B. Instruct users that they can only change their password by chatting with an agent.
C. Enable the "Password Reset" option in the User Administration component.
D. Obtain the Change Password Link and add it to your DCS page.

Answer: D

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